



OSHIKOTO REGIONAL COUNCIL

CUSTOMER SERVICE

CHARTER



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ABBREVIATIONS

CDC	Customer Service Chater
CDC	Constituency Development Committee
CRO	Chief Regional Offcer
O/M/As	Offces/Ministries/Agencies
ORC	Oshikoto Regional Council
ICT	Information Communication Technology
PC	Procurement Committee
PRO	Public Relations Office
RDCC	Regional Development Coordination Committee
RC	Regional Council
SDC	Settlement Development Committee
CAO	Control Administrative Officer



FOREWORD STATEMENT

Oshikoto Regional Council Customer Service Charter sets standards of the services you can expect from the Regional Council and provides you with an opportunity to help us improve our services. The Charter also outlines the mandate of the Council and our service guarantees to our customers.

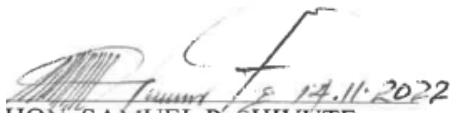
The Customer Service Charter does not only provide customers with a clear and unambiguous statement of the level of service they can expect from the Regional Council, it also provide a framework for the Council to measure and improve the customer service experiences at all levels and Offices in the Region. It further complements the Council's efforts of becoming a leading public institution, which places transparency and accountability at the center of its day-to-day operations.

With the current trend, where technology is dominating and taking stage of institutional operations worldwide, the need to take stakeholder and customer affairs seriously have been increasing. Therefore, it is imperative that stakeholder queries, opinions and demands are taken it account and handled with care, while proper feedback and information sharing is given to customers at the appropriate and convenient time.

In conclusion, let me take this opportunity to express my gratitude and lauds the efforts of our Chief Regional Officer and her dedicated team of technocrats, for formulating a comprehensive document of this magnitude, which serves as blue print for better serving our Customers in the Region and beyond.



HON. SAMUEL P. SHIVUTE
CHAIRPERSON OF THE REGIONAL COUNCIL


HON. SAMUEL P. SHIVUTE
CHAIRPERSON OF THE REGIONAL COUNCIL



ACKNOWLEDGEMENT

It gives me a great pleasure and sense of appreciation to acknowledge and present you the Oshikoto Regional Council Customer Service Charter, which gives a strategic direction on the services we provide and safeguard the standards of customer service we pledge to give to our clients and all stakeholders. The Charter also makes provision for our customers and the general public to claim enhanced services owed to them by us, as public servants.


Therefore it sets a tone of transparency and good governance and it further provides customers with a clear statement of the level of service they can expect from the Council. Furthermore, it does not only provide the framework of how a customer complaint can be handled but it also enables the Council to measure and improve the provision of customer service at all levels.



CHRISTELLA W. MWENYO
CHIEF REGIONAL OFFICER

This Charter therefore sets the parameters for an optimal responsiveness to the needs of our customers, which in return will ensure sustainable and quality service delivery, which can ultimately culminate into the development and growth of our Region. Hence, this document will be displayed at spot-table places in all our offices, to serve as a term of reference for both employees and stakeholders.

I therefore would like to take this opportunity to sincerely thank the Office of the Prime Minister, particularly the Department of Public Service Management, for your unweaving support during the development of this essential document. Meanwhile I would like also to acknowledge and appreciate with gratitude the collective contributions and efforts of all Staff Members, during the development process of this Service Charter, which will without any doubt, contribute to a paradigm shift in the way we conduct our daily business as a public institution.

 09.11.2022
CHRISTELLA W. MWENYO
CHIEF REGIONAL OFFICER



OUR MANDATE

Oshikoto Regional Council's mandate, as derived from Chapter 12 of the Namibian Constitution and Regional Councils Act, 1992 (Act No. 22 of 1992):

To undertake regional planning, development coordination and the provision of government services to uplift the living standards of its people.

OUR MISSION STATEMENT

The mission statement of the Oshikoto Regional Council defines the nature and core purpose of the Council.

To spearhead the provision of developmental services in order to improve the livelihood of communities in the Region through public participation and good governance.

OUR VISION

The vision of the Oshikoto Regional Council illustrates the desirable picture of where the Council wants to be.

The region of excellent social services and economic opportunities.

1. ABOUT THIS CHARTER

- Outlines the service we provide (What we do)
- Defines who are our Customers are.
- Reflects our commitments.
- Sets standard of service and what you can expect from us at all times.
- State what we will do if you contact us.
- Your view count.
- What we ask of you.
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service.

2. What We Do

2.1 As Per Our Given Mandate, We Provide The Following Services:

- To undertake regional development planning.
- Coordinate development in the region.
- Provide government services to all inhabitants of Oshikoto Region.

3. WHO CARRIES/DELIVER OUR MANDATE?

The mandate of Oshikoto Regional Council is primarily carried out by various Offices, Directorates, Divisions, Subdivisions, Sections and Subsections as follows:

3.1.1. Office of the Chief Regional Officer (Subdivision: Internal Audit)

- Assist the Council and its Management in accomplishing its objectives, by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of organizations risk management, control and governance processes.

3.1.2. Directorate: Development Planning, Monitoring and Evaluation

- Plan and coordinate the implementation of socio-economic development programmes/projects;
- Overseeing Technical and Maintenance of infrastructures and construction in the Region and ensuring that work are completed within the required standards of quality, cost and time;
- Monitor and evaluate the utilization of natural resources and implementation of programmes/projects within the Region;
- Facilitate the of economic sustainability through employment creation and skills transfer;
- Enhance local empowerment and infrastructure development throughout the region.

3.1.3. Directorate: Finance, HRM and Administration

- Provide prudent financial management services to the Council;
- Provide Policy guidance, Planning, and advisory services on issues pertaining to Human Resources Management;
- Provide support services through Information Communication Technology (ICT), Public Relations, Procurement, Transport, Registry services and all logistics and administrative support to the activities of the Councils and its constituencies;
- Ensure appropriate coordination with all stakeholders to mitigate disasters impacts on vulnerable communities in our region.

4. OUR CUSTOMERS

- Members of the Public
- Community Members
- Staff Members
- Service Providers
- LAs
- Residents
- O/M/As
- NGOs and Churches

5. OUR COMMITMENT TO YOU

We are committed at providing our customers and stakeholders with accurate and timely information as well as government services. We strive to execute our duties within the following guiding core values:

Standards	Setting, checking and publishing clear standards of service that the customer can reasonable expect
Information	Providing information about public services in a straight forward and open way that is easy to understand
Courtesy and Helpfulness	Providing a polite and helpful service to customers who have a right to such a service, run by public servants who can be identified by a name badge
Consultation	Making sure that the customer is consulted and communicated with regularly, and giving him/her a choice wherever possible
Accountability	Providing details of how everyone performs according to set targets, and identifying who is responsible for reaching those targets
Openness	Letting the customer know how public services are managed, how much they cost, and how well they are being delivered
Non-Discrimination	Ensuring that services are available and offered equally to all customers
Quality of service	Informing customers what to do if they have a complaint, and providing them with an apology, full explanation and early correction if a mistake has been made
Value for money	Providing efficient and economical public services within the limits of what can be afforded with public money
Responsiveness	We shall attend to all queries timely and maintain a good feedback system.

6. OUR SERVICE PROMISE/STANDARDS

6.1. OFFICE OF THE CHIEF REGIONAL OFFICER

6.1.1. Subvision: Internal Audit

We will:

- Send terms of reference letters five (5) days before the audit work commence.
- Send the audit report to management within five (5) days after the audit is complete.
- Present the audit reports to the Audit Committee/Management meeting.
- Conduct follow-ups on recommended implementations regularly prior to the agreed time.
- Conduct follow up audit six months after implementation of management agreed action.
- Evaluate the effectiveness of the internal controls annually.
- Continuously Update the Issue Tracker as the need arise.
- Continuously recommend the implementation of an effective risk management process.
- Carryout audit as per approved risk audit plan.
- Attend to Ad-hoc queries within five (5) working days after preliminary investigation is done by the management.

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E-mail: audit@oshikotorc.gov.na

6.2 DIRECTORATE: DEVELOPMENT PLANNING, MONITORING AND EVALUATION

6.2.1. Division: Development Planning

We will:

- Continuously interpret and ensure implementation of Regional Development policy frameworks with relevant legislations;
- Facilitate quarterly RDCC and RACOC consultative meetings;
- Facilitate orientation for RDCC; CDC; SDC; RACOC and CACOC; members within one month after appointment;
- Facilitate training for RDCC; CDC; SDC; RACOC and CACOC; members after every two years;
- Continuously ensure effective planning and implementation of developmental projects;
- Monitor and evaluate activities of planned programme/project monthly;
- Compile monthly, quarterly and annual reports on regional development activities;
- Conduct capacity building on basic business management for local MSMEs annually;
- Facilitate the development of Council's strategic Plan three months prior to the expiry of the proceeding Strategic Plan and according to the approved frame work.
- Facilitate the development of the Annual Plan before the end of February every financial year according to approved framework.
- Continuously facilitate the execution of HIV and AIDS, TB, Malaria and wellness programmes/ activities;
- Conduct supportive supervision visit to CACOC on quarterly basis;
- Monitor and evaluate HIV/AIDs, TB and Malaria activities on quarterly basis.

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6.2.2. Division: Rural Services

We will:

- Plan for rural developmental programs/projects annually;
- Facilitate the:
 - Construction of rural sanitation facilities in the region within one month after appointment of contrators;
 - Provision of materials and equipment's to project beneficiaries and tailor made services aimed at improving condition of beneficiaries within two months from the date of approval of application;
 - Implementation of One Region One Initiative (OROI) within three (3) years;
- Conduct project pre-briefing meetings with the community 1 week prior to commencement of the project;
- Pay Food/Cash for Work (FCW) beneficiaries within a month after completion of the project;
- Ensure skill transfer through rural developmental activities at all times;
- Continuously conduct community education and awareness;
- Coordinate rural based programmes and project implemented by stakeholders at all times;
- Asses identified projects within a month from the date of submission of project proposals;
- Monitor and evaluate projects on a quarterly basis.

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E-mail: ruralservices@oshikotorc.gov.na

6.3. DIRECTORATE: GENERAL SERVICES (FINANCE, HRM AND ADMINISTRATION)

6.3.1. Division: Finance

We will:

- Compile and submit the Council Budget within the given deadline;
- Ensure Performance Agreements are prepared in the first quarter of the financial year and Performance Reviews are done within 2 weeks after end of each quarter;
- Monitor and control the Council expenditures on a daily basis;
- Provide financial advice to the Council at all times
- Prepare monthly financial management reports on budget execution within 10 working days after month end;
- Claim value added tax (VAT) on the 25th of every second Month;
- Ensure adherence to financial legal frameworks at all times;
- Pay Daily Subsistence Allowance (DSA) within three working days before the departure date;
- Pay staff related expenditures and allowances on a monthly basis;
- Pay service providers within 5 working days once all relevant supporting documents are submitted to Finance Office Division;
- Safe keep and bank revenue daily;
- Safe keeping of financial records at all times;
- Prepare and submit annual financial statements 3 months after year-end as prescribed in the Regional Council Act, (Act 22 of 1992) as amended;
- Respond to audit queries within the given deadline;
- Follow up on outstanding invoices issued to customers within 30 days.

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E-mail: finance@oshikotorc.gov.na

6.3.2. Division: Human Resources Management

We will:

- Update Personal file as per your request within a day;
- Update VIP system daily;
- Ensure that delegated positions (vacant) are filled within two (2) months, and undelegated within three (3) Months;
- Attend to request for leave credit days within a day;
- Attend to misconduct cases within one month of occurrence;
- Respond to grievances within five (5) working days;
- Process applications on medical aid, social security, home loans and GIPF within a day provided all required documents are attached;
- Process employees benefit and Social Security claims within a day provided all documents are attached;
- Process staff benefits upon termination of service within 10 working days provided all required documents are submitted;
- Conduct wellness session on a quarterly basis;
- Terminate service within a month after the last day of Service;
- Ensure Performance Agreements are prepared in the first-quarter of the financial year and Performance Reviews are done within 2 weeks after end of each quarter;
- Interpret policies on request by staff members right away or within two working days if we cannot provide an answer;

- Carryout payroll verification annually with April salary;
- Facilitate financial assistance within 15 working days after approval has been granted.
- Conduct Training Need Analysis (TNA) after every three years and/or when a need arises
- Develop Human Resource Development Plan annually;
- Develop annual training Calendar;
- Attend and provide feedback to non-qualifying training request within 5 working days after consideration by Training Committee and CRO;
- Attend to qualifying training requests on a monthly basis and provide feedback on application status within 5 working days after consideration by Training Committee and CRO;
- Circulate bilateral agreement courses within a day upon receipt;
- Facilitate induction training within the first month from the date of assumption of duty.

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Fax: +264 65 244 071

E-mail: hrm@oshikotorc.gov.na

6.3.3. Division: Administration

6.3.3.1. Sub-Division Auxiliary Services

We will:

- Avail transport and issue trip authority within one (1) working day;
- Collect and distribute renewal of license disc within 5 working days after the expiring date;
- Forward request to bank for new and replacement of lost fuel cards within two (2) working days and provide a new card within 8 working days;
- Prepare and deliver purchase order for servicing and repairs within 3 working days after receipt of requisition for expenditure;
- Scrutinize log book daily;
- Inspect vehicles before and after handover;
- Verify and submit invoices to Finance within a day after receipt;
- Process and issue purchase order within one (1) working day upon receipt of the approved Internal Requisition Form;
- Ensure that correspondences are posted, sorted and delivered on a daily basis;
- Record data on Electronic Document Record Management System (EDRMS) daily.
- Provide requested file within 1 hours;
- Evaluate bid document within 14 working days after the closing date;
- Prepare procurement reports on quarterly basis and transport reports on a monthly basis;
- Distribute previous Procurement Committee (PC) minutes 1 day before the next PC meeting;
- Maintain offices hygiene daily;
- Conduct office inspection once a week;
- Carry out, continuous, occasional and annual stock taking;
- Issue and control stock on a daily basis.

Phone: +264 65 244 800

Fax: +264 65 244 071

E-mail: procurement@oshikotorc.gov.na

6.3.3.2. Sub-Division: Constituency And Settlement Support

We will:

- Provide relevant information and referrals at all times;
- Prepare and confirm logistic for stakeholders/community meetings two days prior to meeting date;
- Provide secretarial services at all times during meetings;
- Monitor the progress of community development programme implementations on a monthly, quarterly and annual basis;
- Coordinate the assessment and appraisal of project proposals three weeks after closing date;
- Notify applicant on status of the applications of project proposal five working days after CDC meeting;
- Provide material/ equipment within a month after approval by the Chief Regional Officer;
- Produce minutes within five working days after the meeting;
- Submit developmental proposal to the Directorate Planning and Development within ten working days CDC meeting;
- Facilitate the appointment of CDC and CACOC members when need arises;
- Facilitate the appointment of CDRMC members after every three years or when need arise;
- Coordinate training for CDC and CACOC members.
- Avail serviced land annually;
- Continuously provide and maintain Municipal Services;
- Bill customers for service rendered to them on monthly basis;
- Collect, safe keep and bank revenue daily;
- Conduct Settlement Development Committee (SDC), Settlement Disaster Risk Management Committee (SDRMC) and residents' meetings on quarterly basis;
- Continuously promote settlement economic activities through various platforms;
- Provide feedback on the status of building plan within 15 working days from the date of submission;
- Continuously administer lease agreement contracts;
- Conduct project inspection monthly.

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Fax: +264 65 244 071

E-mail: administration@oshikotorc.gov.na

CONTACT DETAILS FOR CONSTITUENCY AND SETTLEMENT OFFICES

NO	CONSTITUENCY/ SETTLEMENT	REGIONAL COUNCILOR	CONTROL ADMINISTRATIVE OFFICER	TELEPHONE	EMAIL ADDRESS
1.	Eengodi	Hon. Protasius Neshuku	Andreas P. Amukoshi	065 247 002	eenigodi@oshikotorc.gov.na
2.	Guinas	Hon. Elias K. Marthinu	Hendrick Mwatotele	067 230 082	guinas@oshikotorc.gov.na
3.	Okankolo	Hon. Hans L. Nambondi	Martha N. Nghikofa	065 289 622	okankolo@oshikotorc.gov.na
4.	Nehale Lya Mpingana	Hon. Josef S. Shilongo	Simon Nestor	065 685 936	nehalelyampingana@oshikotorc.gov.na
5.	Olukonda	Hon. Phelemon Ndjambula	Reinhold Niikondo	065 243 332	olukonda@oshikotorc.gov.na
6.	Omuntele	Hon. Sakeus Nangula	Lasarus H. Neshuku	065 289 202	omuntele@oshikotorc.gov.na
7.	Omuthiya	Hon. Samuel P. Shivute	Beata N. Ishitile	065 244 173	omuthiya@oshikotorc.gov.na
8.	Onayena	Hon. Mateus N. Kamati	Petrus Nashongo	065 249 174	onayenaconstituency@oshikotorc.gov.na
9.	Onayena Settlement	Hon. Mateus N. Kamati	Sebastian Uahengo	065 248 844	onayenasoffice@oshikotorc.gov.na
10.	Onyaanya	Hon. Gideon Shikomba	Kornelius Philipus	065 285 625	onyaanya@oshikotorc.gov.na
11.	Oniipa	Hon. Vilho T. Nuunyangongo	Emerita Iita	065 240 898	oniipa@oshikotorc.gov.na
12.	Oshivelo Settlement	Hon. Elias K Marthinu	Maria Shipanga	067 230 034/54	oshivelo@oshikotorc.gov.na
13.	Tsumeb	Hon. Gottlieb T. Ndjendjela	Lovis N. Iyambo	067 220 073	tsumeb@oshikotorc.gov.na

6.3.3.3. Sub-Division: Information Communication Technology (ICT)

We will:

- Provide adequate IT hardware/software and network infrastructure on the date of assumption of duty;
- Handle all requests and enquiries within a day;
- Carry out anti-virus health check daily;
- Monitor network infrastructure daily;
- Attend to software failures/needs within 2 hours;
- Substitute hardware components within 5 working days;
- Create IT usage awareness to staff members when need arises;
- Provide day to day helpdesk support;
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Train Staff Members on new applications within a month from the date of implementation.

Phone: +264 65 244 800

Fax: +264 65 244 071

E-mail: ict@oshikotorc.gov.na

6.3.3.4. Section: Public Relations And Meetings

We will:

- Monitor and evaluate the implementation of the Customer Service at all ORC Offices;
- Produce ORC quarterly newsletters, annual reports, information leaflets and education materials;
- Respond to media queries within a day and serves as public information center for ORC;
- Continuously update the council website and social media pages;
- Invite media to cover Council events when required;
- Monitor media reports on the Council's brand on a daily basis and advise Management on matters of stakeholder relations;
- Arrange official stakeholders engagements, exhibitions, information sharing or meetings of the Regional Council three days before the event;
- Attend all official engagements or meetings of the Regional Council at all times;
- Prepare and serve Members of the Council with the Council meeting notice and agenda within 72 hours prior to the meeting date;
- Render secretarial service during Councils meetings;
- Produce minutes of the Council meetings with ten (days) days after the meeting;
- Submit Council minutes to the line Ministries within 5 days after confirmation.

Phone: +264 65 244 800

Fax: +264 65 244 071

E-mail: pro@oshikotorc.gov.na

6.3.3.5. Section: Regional Emergency Management Unit

We will:

- Mobilize and coordinate personnel, equipment, safety and security and materials to assist affected areas according to the identified needs within 2 days;
- Compile a report to Regional Disaster Risk Management Committee within a week after occurrence of disaster;
- Facilitate the establishment of coordinated risk response system of disaster management in the Region when need arises;
- Provide support to the Constituencies, Local Authority, Settlement and the Regional Disaster Risk Management Committee (RDRMC) at all time;
- Serve as the Secretariat to the Regional Disaster Risk Management Committee at all time;
- Compile final reports on disaster risk management to OPM within five working days after occurrence of disaster;
- Continuously updating the database.

Phone: +264 65 244 800

Fax: +264 65 244 071

E-mail: administration@oshikotorc.gov.na

7. WHAT WE WILL DO WHEN YOU CONTACT US

When you communicate with us, please provide the following information

- Your full name, postal address/email address and telephone number/fax number;
- Provide a clear description of your particular concern/s or need/s;
- Keep a record of the issue at stake and the person in our subdivision whom you dealt with as well as the date and the time of the communication to improve our services.

If you visit us

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

8. YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

9. WHAT WE ASK OF YOU

9.1. The quality of service we can provide to you depends on various factors including input and cooperation we receive from you as our customer.


We therefore request you to


- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Subdivision;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our Staff Members with the necessary respect.

10. FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Oshikoto Regional Council you should contact:


The Chief Regional Officer
Oshikoto Regional Council
Penda Ya Ndakolo Avenue, ORC Building
P.O Box 19247, Omuthiya


 +264 65 244 800


 +264 244 071

Or

Public Relations Office

 +264 65 244 872

 +264 81 129 4842

 +264 244 071

 pro@oshikotorc.gov.na

 www.oshikotorc.gov.na

 Oshikoto Regional Council

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If you are not satisfied with the response from the Office of the Chief Regional Officer, you may approach the Ministry of Urban and Rural Development. Should you still not be satisfied you may take the matter up with the Office of the Prime Minister. If you are still not satisfied you may then approach the Office of the Ombudsman in Namibia.

